**Chapter I. Introduction**

**Background of the Study**

There is a lack of a market for a specifically snack based delivery service when you want to indulge in local street vendors that serve tasty treats to exported warehouse packaged goods for cheaper prices. Our application aims to fill this gap within the market as well as promoting local goods and vendors.

**Statement of the Problem**

**There is currently no food delivery app that allows people to order from local vendors and warehouses.**

Description: the market for snack-based treats is growing with the current generation that seeks cheap and quick snacks for indulgence and not just for the sake of sustenance, people love trying exported snacks and crave specific treats that are not available in most food delivery apps.

**There is a lack of promotion of local vendors that serve what most people consider snacks.**

Description: local vendors have a reputation for being unhygienic and or cheap, thus making them undesirable to consumers, this prejudice has caused a decline in the profits small independent vendors make daily.

**Assumption of the Study**

**There is currently no food delivery app that allows people to order from local vendors and warehouses.**

* Our aim is to help our local vendors and warehouses to establish a standing in the food delivery industry. So, we implemented some features in our U.I that will showcase these local snacks.

**There is a lack of promotion of local vendors that serve what most people consider snacks.**

* We solved this by adding a feature that showcases sale deals of local vendors and snacks. Overall, our app is centered around showing off these establishments.

**Significance of the study**

These are all the beneficiaries of our research design:

* Local Snack Vendors
* Snack bodegas
* Local Snack Resellers

These people will benefit most from our app’s agenda, they will be able to showcase their products efficiently and wisely.

**CHAPTER II. Research Design**

1. **Task Analysis**

***Hierarchical Task Analysis***

1. Purchasing items
2. Transactions
3. Selecting items by quantity
4. Searching items or vendors
5. Storing items in a cart
6. Applying vouchers and discounts
7. Scrolling through options

1. **Requirements Gathering**

***Methods***

**Observation**— The developers observed the nature of other food delivery apps. Many of them often do not promote local Filipino vendors who serve quick snacks.

***Requirements***

1. **User Requirements**

* Searching items by name or vendor
* Saving shops and items to favorites
* Setting location to deliver to

1. **Functional Requirements**

* Manage online transactions.
* Track driver’s location.
* Order food and send orders to respective restaurants and warehouses.

1. **Data Requirements**

* Account data stored must be long term and private, erasable upon user request.
* Items saved in cart must be long term.
* Location data must be long term and private, changeable depending on location of user.

1. **Environmental Requirements**

* Application must work on any device with a touch screen.
* Driver and customer must coordinate where to meet.
* The driver and vendor must coordinate what order to give to the customer.
* Application can be used in any place, but when taking calls from the driver, it is preferably used in a private setting.

1. **Usability Requirements**

* Application must be memorable for users to easily remember and recommend
* Application must fill the niche lack of snack vendor delivery to have an advantage over other food delivery apps.
* Application must be accessible to use for persons with disabilities and the elderly.
* Application must be easy to use to make user experience smooth and memorable.

Evaluation Criteria (Based on the 10 heuristics of design evaluation)

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| --- | --- | --- | --- | --- | --- |
| **Area of Evaluation** | **5** | **4** | **3** | **2** | **1** |
| 1. **Visibility of System Status**  * - The system design provides appropriate feedback like message prompts in response to user actions. * The message prompts are clear, visible and understandable. |  |  |  |  |  |
|  |  |  |  |  |
| 1. **Match between the system and the real world**   - Used words, phrases and concepts according to users’ language rather than system oriented words and computer jargons. |  |  |  |  |  |
| 1. **User control and freedom**   - The system design provides ways of allowing users to easily “get in” and “get out” if they find themselves in unfamiliar parts of the system. |  |  |  |  |  |
| 1. **Consistency and Standards**  * - The colors, text, labels, buttons and other elements in the design are uniform from start to finish**.**   - Text and icons are not too small or too big.  **-** Menus and other features of the system are arranged and positioned in a consistent way. (For ex. If your website has navigation buttons on the top under the page title on one page, the users will automatically look there for the same features on other pages. |  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| 1. **Error Prevention**   - The system design provides an automatic detection of errors and preventing them to occur in the first place.  - Idiot proofing mechanisms are applied |  |  |  |  |  |
|  |  |  |  |  |
| **F. Help users recognize, diagnose and recover from errors**  **-** Error messages and the terms used are recognizable, familiar and understandable for the users. |  |  |  |  |  |
| **G. Recognition rather than recall**  **-** Objects, icons, actions and options are visible for the user.  - Objects are labeled well with text and icons that can immediately be spotted by the user and matched with what they want to do. |  |  |  |  |  |
| **H. Flexibility and efficiency of use**  - The system design provides easy to navigate menus.  - the system does not make wasteful time of system resources. |  |  |  |  |  |
| 1. **Aesthetic and minimalist design**   **-**Graphics and animations used are not difficult to look at and does not clutter (mess) up the screen.  - Information provided is relevant and needed for the system design. |  |  |  |  |  |
| 1. **Help and Documentation**   **-**the system design provides information that can be easily searched and provides help in a set of concrete steps that can easily be followed. |  |  |  |  |  |

**Chapter III. Conclusion and Recommendation**

Our snack-based delivery app design addresses the gaps identified in Section II of Chapter I by promoting local vendors and offering diverse snack options. This solution supports local economies and meets the demand for affordable treats. Our user-friendly interface highlights local products and deals, ensuring visibility for small vendors. Through this project, we have learned the importance of intuitive design in enhancing user experience and supporting local businesses, demonstrating how technology can effectively bridge market gaps.